

one less<sup>®</sup>  
thing 

CLEANING & HOME SERVICES



**Client**  
**Handbook**

[onelessting.co.uk](http://onelessting.co.uk)

## 1

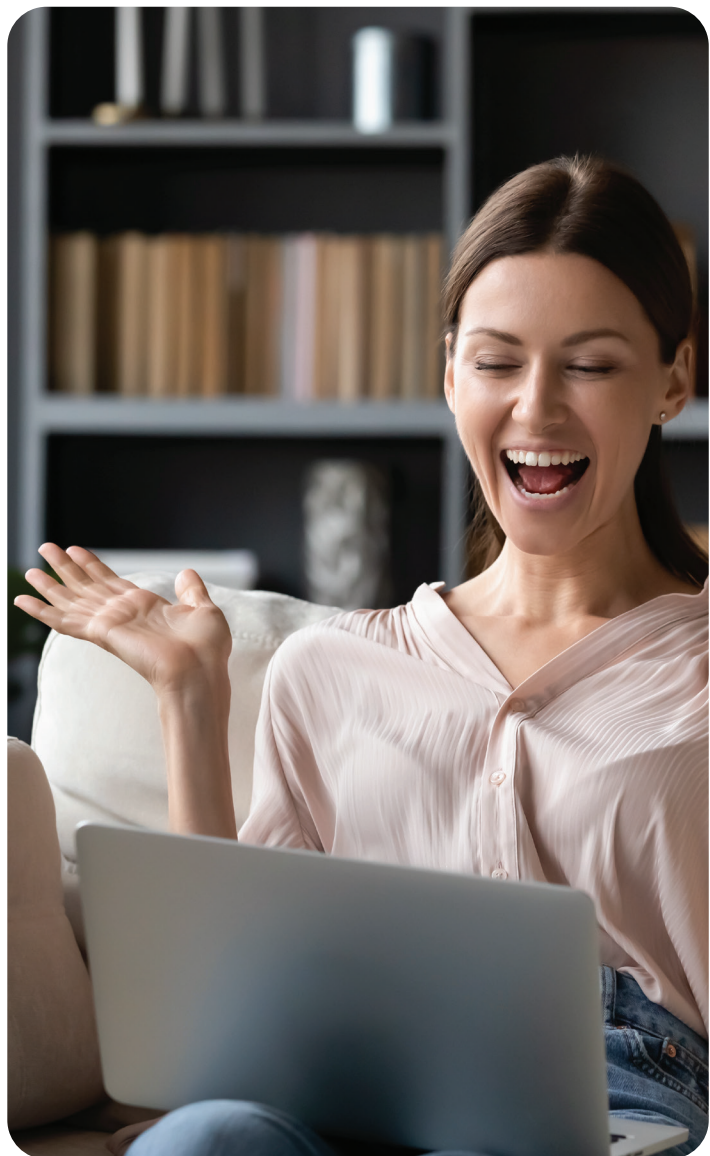
# Welcome to One Less Thing

**I would like to take this opportunity to thank you for choosing One Less Thing to provide your domestic cleaning.**

We are here to make sure you have the best experience possible by providing you with a vetted, insured and DBS-checked cleaner who is experienced in cleaning and is proven to work to a high standard.

We want to make your life easier and give you one less thing to worry about so we have designed our service to be as straightforward as possible. From the moment you enquire through to placing a cleaner with you and beyond.

If you have any questions or need help with anything along the way please contact your local branch manager and they will be more than happy to help.



## 2

## How our cleaning service works

The first stage is to complete a booking enquiry via our website at [onelessting.co.uk](https://onelessting.co.uk). We'll then contact you to discuss your requirements and answer any questions you may have.

If you'd like to proceed, we'll send a simple agreement and a Direct Debit form for you to review and complete (both of which can be done online). Once these are set up, we'll match you with a domestic cleaner from our roster of approved cleaners.

Your cleaner will contact you ahead of your first clean to arrange the details and when/how they will access your home (if you're not present when they attend).

If you're not happy with your cleaner for any reason after the first meeting (or at any other stage) you can contact us for further information or to request an alternative cleaner.

Once you are happy they will become your regular cleaner and you can confirm the day and time that your cleaner will come to your home and their start date.

Whether you meet your cleaner before they start or on the day of your first clean we recommend that you talk through what you would like to be done during the regular cleaning service, using our checklists as a guide.

We also recommend that you point out to your cleaner any details that are particularly important to you and/or specific to your home. For example, any particularly valuable items (that you should place away and which should not be cleaned), switches or appliances that should not be switched off or on. It's also helpful if these are labelled to ensure the cleaner is aware of these things.

We understand that it is difficult to keep easily broken items away in your own home but it is worth making a cleaner aware of things that may be easily broken so that they can be avoided.

## 3

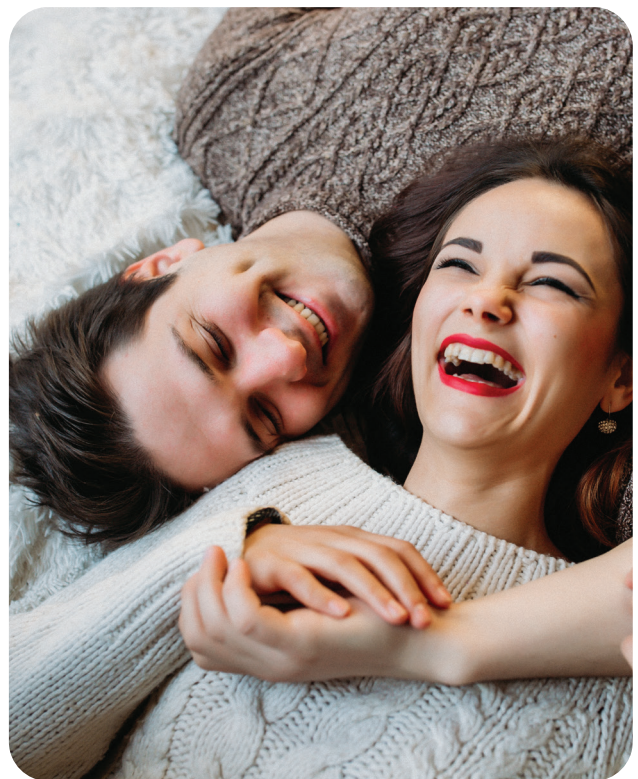
## How we recruit and vet our cleaners

**We're constantly recruiting local, experienced domestic cleaners to place with our clients.**

Our recruitment and vetting process includes two interview stages, reference checking, test cleaning and DBS-checks.

Only when cleaners have passed our recruitment and vetting process are they placed with our clients.

As well as being good cleaners, we look to find you a cleaner that suits what you're looking for. This includes the time, date and frequency you're looking for, and being able to get to your home regularly and reliably.



**Only one in six cleaners that apply meet the required standard to make it onto our roster**

## 4

## Paying your cleaner

**Your cleaner will be self-employed and needs to be paid immediately after each clean is completed.**

This can be in cash or by bank transfer on the day if this method of payment has been agreed between you and your cleaner.

You'll find useful documents on our website, including a payment record form, client/cleaner agreement and key handover form.

We advise against paying your cleaner in advance as this is not necessary, so if you do decide to do this please be aware it is at your own risk.





## 5

## Products and equipment

**Your cleaner will use your products and equipment which will not be removed from your home.**

This is to ensure that only products and equipment of your choosing are used in your home, to reduce costs and avoid cross contamination between households.

You can find a checklist of suggested cleaning products on our website which includes helpful links to allow you to quickly and easily buy them online. You should make sure there is a good supply of cleaning products when your cleaner arrives.

Please note that bleach is a hazardous substance which should not be made available to your cleaner. Damage caused by bleach is not covered by our insurance.

You should agree with your cleaner where your cleaning products and equipment will be kept in your home. You should ensure that any chemicals and equipment are safely stored where they cannot be accessed by pets or children (for example). Remember that even if you don't usually have children in your household they may visit from time to time.

## 6

## Keys and access

**You should think about how your cleaner will access your property if you aren't going to be home each time they visit.**

A popular choice is to install a key safe with a combination code on the exterior of your property as this means your keys will never leave your property, and arranging temporary cover easier if/when required.

If you would prefer you can provide a set of keys to your cleaner. If you choose to do this you'll find a key issuing agreement on our website or later in this guide.

Our key policy ensures that the key will never be passed to anyone else and that there will not be anything on the key that identifies your home in the unlikely event that the key is mislaid.



## 7 Absences

If your cleaner is ill they will contact you in advance to let you know. If they are unavailable for a day or two then they will usually postpone your cleaning service to another day that suits you both shortly afterwards.

If your cleaner is going to be unavailable for longer you can contact us to request temporary cover which we'll be happy to arrange for you.

Your cleaner will give you plenty of notice for holidays and again we can arrange temporary cover if you would like this. If your cleaning service falls on a bank holiday you can arrange a different day with your cleaner.

## 8 Cancellations

Any cancellations made at least 48 hours in advance will not be charged, however if you cancel your any clean with between 24 and 48 hours notice this will be charged at 50% paid directly to the cleaner. Any cancellations with less than 24 hours notice will be charged at full price paid directly to the cleaner.

Your cleaner is self-employed and would lose out if clean is cancelled without sufficient time to organise an alternative work and replace the lost income.





[onelessting.co.uk](http://onelessting.co.uk)